Safety Attribute Inspection (SAI) Data Collection Tool
1.2.5 Service Difficulty Reports (SDR) (AW)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure that the occurence or detection of each failure, malfunction, or defect is reported in accordance with the requirements of 14 CFR Section 121.703 and the certificate holder's manual.

Objective (FAA oversight):

- To determine if the certificate holder's Service Difficulty Reports process meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.

- To determine if the certificate holder's Service Difficulty Reports process incorporates the safety attributes.

- To identify any shortfalls in the certificate holder's Service Difficulty Reports process.

Specific Instructions:

- Intentionally left blank

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
  121.135(a)(1)
  121.135(b)(1)
  121.135(b)(2)
  121.135(b)(3)
  121.703(a)
  121.703(a)(1)
  121.703(a)(10)
  121.703(a)(11)
  121.703(a)(12)
  121.703(a)(13)
  121.703(a)(14)
  121.703(a)(15)
  121.703(a)(16)
  121.703(a)(17)
  121.703(a)(2)
  121.703(a)(3)
  121.703(a)(4)
  121.703(a)(5)
  121.703(a)(6)
  121.703(a)(7)
  121.703(a)(8)
  121.703(a)(9)
  121.703(b)
  121.703(c)

- SRRs:
  121.703(d)
  121.703(e)
  121.703(e)(1)
  121.703(e)(10)
  121.703(e)(2)
  121.703(e)(3)
  121.703(e)(4)
  121.703(e)(5)
  121.703(e)(6)
  121.703(e)(7)
  121.703(e)(8)
  121.703(e)(9)
  121.703(f)
  121.703(g)
  121.703(h)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
  Intentionally left blank

- FAA Policy/Guidance:
  Intentionally Left Blank.

SAI SECTION 1 - PROCEDURES ATTRIBUTE
Objective: Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be embedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks	
	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Service Difficultly Reports process.
3.	Review the certificate holder's manual to ensure that it contains policies, procedures, instructions, and information necessary for the Service Difficultly Reports process.

Questions		
	To meet this objective, the inspector must answer the following questions:	
1.	Does the content of the certificate holder's manual meet the specific regulatory and FAA policy requirements for a Service Difficultly Reports process:	

1.1.	Does the certificate holder's manual include instructions and information necessary for personnel to report the occurrence or detection of each failure, malfunction, or defect concerning: SRRs: 121.135(a)(1); 121.703(a) *Related Design JTIs:*
	 1. Check that the Certificate Holder's manual contains information that for the purpose of 14 CFR 121.703, "during flight" means the period from the moment the aircraft leaves the surface of the earth on takeoff until it touches down on landing.
	     Sources: 121.135(a)(1); 121.703(b)
	     Interfaces: 1.2.4(AW)	

1.1.1	Fires during flight and whether the related fire-warning system functioned properly? SRRs: 121.135(a)(1); 121.703(a)(1); 121.703(b)	☐ Yes ☐ No, Explain
1.1.2	Fires during flight not protected by a related fire-warning system? SRRs: 121.135(a)(1); 121.703(a)(2); 121.703(b)	☐ Yes ☐ No, Explain
1.1.3	False fire warning dur ng flight? SRRs: 121.135(a)(1); 121.703(a)(3); 121.703(b)	☐ Yes ☐ No, Explain
1.1.4	An engine exhaust system that causes damage during flight to the engine, adjacent structure, equipment, or components? SRRs: 121.135(a)(1); 121.703(a)(4); 121.703(b)	☐ Yes ☐ No, Explain

1.1.5	An aircraft component that causes accumulation or circulation of smoke, vapor, or toxic or noxious fumes in the crew compartment or passenger cabin during flight? SRRs: 121.135(a)(1); 121.703(a)(5); 121.703(b)	☐ Yes ☐ No, Explain
1.1.6	Engine shutdown during flight because of flameout? SRRs: 121.135(a)(1); 121.703(a)(6); 121.703(b)	☐ Yes ☐ No, Explain
1.1.7	Engine shutdown during flight when external damage to the engine or airplane structure occurs? SRRs: 121.135(a)(1); 121.703(a)(7); 121.703(b)	☐ Yes ☐ No, Explain
1.1.8	Engine shutdown during flight due to foreign object ingestion or icing? SRRs: 121.135(a)(1); 121.703(a)(8); 121.703(b)	☐ Yes ☐ No, Explain
1.1.9	Engine shutdown during flight of more than one engine? SRRs: 121.135(a)(1); 121.703(a)(9); 121.703(b)	☐ Yes ☐ No, Explain
1.1.10	A propeller feathering system or ability of the system to control overspeed during flight? SRRs: 121.135(a)(1); 121.703(a)(10); 121.703(b)	☐ Yes ☐ No, Explain ☐ Not Applicable
1.1.11	A fuel or fuel-dumping system that affects fuel flow or causes hazardous leakage during flight? SRRs: 121.135(a)(1); 121.703(a)(11); 121.703(b)	☐ Yes ☐ No, Explain
1.1.12	An unwanted landing gear extension or retraction, or an unwanted opening or closing of landing gear doors during flight? SRRs: 121.135(a)(1); 121.703(a)(12); 121.703(b)	☐ Yes ☐ No, Explain
1.1.13	Brake system components that result in loss of brake actuating force when the airplane is in motion on the ground? SRRs: 121.135(a)(1); 121.703(a)(13)	☐ Yes ☐ No, Explain
1.1.14	Aircraft structure that requires major repair? SRRs: 121.135(a)(1); 121.703(a)(14)	☐ Yes ☐ No, Explain
1.1.15	Cracks, permanent deformation, or corrosion of aircraft structures, if more than the maximum acceptable to the manufacturer or the FAA? SRRs: 121.135(a)(1); 121.703(a)(15)	☐ Yes ☐ No, Explain
1.1.16	Aircraft components or systems that result in taking emergency actions during flight (except action to shut down an engine)? SRRs: 121.135(a)(1); 121.703(a)(16); 121.703(b)	☐ Yes ☐ No, Explain
1.1.17	Emergency evacuation systems or components, including all exit doors, passenger emergency evacuation lighting systems, or evacuation equipment, that are found defective, or that fail to perform the intended functions during an actual emergency or dur ng training, testing, maintenance, demonstrations, or inadvertent deployments? SRRs: 121.135(a)(1); 121.703(a)(17)	☐ Yes ☐ No, Explain
1.2.	Does the certificate holder's manual specify that it will report any failure, malfunction, or defect on an aircraft in addition to those identified in 14 CFR Section 121.703(a) that occurs or is detected at any time if, in the certificate holder's opinion, that failure, malfunction, or defect has endangered or may endanger the safe operation of an aircraft used by it? SRRs: 121.135(a)(1); 121.703(c)	☐ Yes ☐ No, Explain
1.3.	Does the certificate holder's manual specify that the certificate holder will send	☐ Yes

	each report required by 14 CFR Section 121.703, in writing, covering each 24-hour period beginning at 0900 local time of each day and ending at 0900 local time on the next day, to the FAA offices in Oklahoma City, Oklahoma? SRRs: 121.135(a)(1); 121.703(d)	☐ No, Explain
1.4.	Does the certificate holder's manual specify that each report of occurrences required by 14 CFR Section 121.703 during a 24-hour period shall be submitted to the collection point within the next 96 hours? SRRs: 121.135(a)(1); 121.703(d)	☐ Yes ☐ No, Explain
1.5.	Does the certificate holder's manual specify that a report that is due on Saturday or Sunday may be submitted on the following Monday, and one that is due on a holiday may be submitted on the next work day? SRRs: 121.135(a)(1); 121.703(d)	☐ Yes ☐ No, Explain
1.6.	Does the certificate holder's manual specify that the certificate holder will submit the reports required by 14 CFR 121.703 on a form or in another format acceptable to the Administrator and that the reports shall include the following information: SRRs: 121.135(a)(1); 121.703(e) *Related Design JTIs:* 1. Check that the Certificate Holder's manual includes instructions and information necessary to allow personal concerned to perform the duty and responsibility to include in the first daily report required by this section as much of the following as is available: --Type of the aircraft -- Identification number of the aircraft -- The name of the operator -- The date which the incident occurred -- The flight number which the incident occurred -- The stage during which the incident occurred (e.g., preflight, ta keoff, climb, cruise, decent, landing, and inspection). -- The emergency procedure effected (e.g., unscheduled landing and emergency decent). -- The nature of the failure, malfunction, or defect -- Identification of the part and system involved, including available information pertaining to type designation of the major component and time since overhaul. -- Apparent cause of the failure, malfunction, or defect (e.g., wear, crack, design deficiency, or personnel error). -- Whether the part was repaired, replaced, sent to the manufacturer, or other action taken. -- Whether the aircraft was grounded -- Other pertinent information necessary for more complete identification, determination of seriousness, or corrective action *Sources:* 121.135(a)(1); 121.703(e)(1); 121.703(e)(10); 121.703(e)(2); 121.703(e)(3); 121.703(e)(4); 121.703(e)(5); 121.703(e)(6); 121.703(e)(7); 121.703(e)(8); 121.703(e)(9)	
1.6.1	Type and identification number of the aircraft? SRRs: 121.703(e)(1)	☐ Yes ☐ No, Explain
1.6.2	The name of the operator? SRRs: 121.703(e)(2)	☐ Yes ☐ No, Explain
1.6.3	The date, flight number, and stage during which the incident occurred (e.g., preflight, takeoff, climb, cruise, descent, landing, and inspection). SRRs: 121.703(e)(3)	☐ Yes ☐ No, Explain
1.6.4	The emergency procedure affected (e.g., unscheduled landing and emergency descent)? SRRs: 121.703(e)(4)	☐ Yes ☐ No, Explain

1.6.5	The nature of the failure, malfunction, or defect? SRRs: 121.703(e)(5)	☐ Yes ☐ No, Explain
1.6.6	Identification of the part and system involved, including available information pertaining to type designation of the major component and time since overhaul? SRRs: 121.703(e)(6)	☐ Yes ☐ No, Explain
1.6.7	Apparent cause of the failure, malfunction, or defect (e.g., wear, crack, design deficiency, or personnel error)? SRRs: 121.703(e)(7)	☐ Yes ☐ No, Explain
1.6.8	Whether the part was repaired, replaced, sent to the manufacturer, or other action taken? SRRs: 121.703(e)(8)	☐ Yes ☐ No, Explain
1.6.9	Whether the aircraft was grounded? SRRs: 121.703(e)(9)	☐ Yes ☐ No, Explain
1.6.10	Other pertinent information necessary for more complete identification, determination of seriousness, or corrective action? SRRs: 121.703(e)(10)	☐ Yes ☐ No, Explain
1.7.	Does the certificate holder's manual specify it needs not to report a failure, malfunction, or defect under 14 CFR 121.703, if it has reported the failure, malfunction, or defect under 14 CFR 21.3 or under the accident reporting provisions of 49 CFR Part 830 and if it holds any of the following: SRRs: 121.703(f)	
1.7.1	A Type Certificate (including a Supplemental Type Certificate)? SRRs: 121.703(f)	☐ Yes ☐ No, Explain ☐ Not Applicable
1.7.2	A Parts Manufacturer Approval? SRRs: 121.703(f)	☐ Yes ☐ No, Explain ☐ Not Applicable
1.7.3	A Technical Standard Order Authorization? SRRs: 121.703(f)	☐ Yes ☐ No, Explain ☐ Not Applicable
1.7.4	A licensee of a type certificate Holder? SRRs: 121.703(f) *Related Design JTIs:* 1. Check that the Certificate Holder's manual contains information that if the Certificate Holder is also the holder of the following, they need not report a failure, malfunction, or defect under 14 CFR 121.705 if the failure, malfunction, or defect has been reported by them under 14 CFR 21.3 or under the accident reporting provisions of 14 CFR Part 830 -- A Type Certificate -- A Supplemental Type Certificate -- A Parts Manufacturer Approval -- A Technical Standard Order Authorization -- The licensee of a type Certificate Holder *Sources:* 121.135(a)(1); 121.703(f) *Interfaces:* 1.2.4(AW)	☐ Yes ☐ No, Explain ☐ Not Applicable
1.8.	Does the certificate holder's manual specify that the certificate holder will not withhold a report required by 14 CFR 121.703 even though all information	☐ Yes ☐ No, Explain

	required by that section is not available? SRRs: 121.703(g)	

1.9.	Does the certificate holder's manual specify that when the certificate holder gets additional information, including information from the manufacturer or other agency, concerning a report required by 14 CFR 121.703, it shall expeditiously submit the information as a supplement to the first report and reference the date and place of submission of the first report?
	
	 SRRs: 121.703(h)
	
	 Related Design JTIs:
	
	 1. Check that the Certificate Holder's manual includes instructions and information necessary to allow personal concerned to perform the duty and responsibility that when the Certificate Holder gets additional information, including information from the manufacturer or other agency, concerning a report required by 14 CFR 121.703, it shall expeditiously submit it as a supplement to the first report.
	
	     Sources: 121.135(a)(1); 121.703(h)
	
	 2. Check that the Certificate Holder's manual includes instructions and information necessary to allow personal concerned to perform the duty and responsibility that a supplemental report shall reference the date and place of submission of the first report.
	
	     Sources: 121.135(a)(1); 121.703(h)
		☐ Yes
		 ☐ No, Explain

2.	Does the certificate holder's manual contain general policies for the Service Difficultly Reports process that comply with the SRRs? SRRs: 121.135(b)(1) *Related Design JTIs:* 1. Check that the Certificate Holder's manual contains a general policy to report the occurrence or detection of each failure, malfunction, or defect as required by 14 CFR 121.703. *Sources:* 121.135(b)(1); 121.703(a)	☐ Yes ☐ No, Explain
3.	Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 121.135(b)(3)	☐ Yes ☐ No, Explain
4.	Does the certificate holder's manual contain the duties and responsibilities for personnel who will accomplish the Service Difficultly Reports process? SRRs: 121.135(b)(2)	☐ Yes ☐ No, Explain
5.	Does the certificate holder's manual include instructions and information for personnel to comply with the requirements of the Service Difficultly Reports process? SRRs: 121.135(a)(1)	☐ Yes ☐ No, Explain

SAI SECTION 1 - PROCEDURES ATTRIBUTE Drop-Down Menu
1. No procedures, policy, instructions or information specified.
2. Procedures or instructions and information do not identify (who, what, when, where, how).
3. Procedures, policy or instructions and information do not comply with CFR.
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6. Procedures, policy or instructions and information unclear or incomplete.
7. Documentation quality (e.g., unreadable or illegible).
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).
11. Other.

SAI SECTION 2 - CONTROLS ATTRIBUTE

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks	
	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the control questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

Questions		
	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Service Difficultly Reports process:	
2.	Is there a control or controls in place to ensure that the certificate holder submits Service Difficultly Reports (SDR) within the time frames provided in its manual and 14 CFR 121.703?	☐ Yes ☐ No, Explain
3.	Is there a control or controls in place to ensure that the certificate holder reports the occurrences as specified by its manual and 14 CFR 121.703?	☐ Yes ☐ No, Explain
4.	Is there a control or controls in place to ensure that the certificate holder's Service Difficultly Reports (SDR) include the detailed information as specified in 14 CFR 121.703?	☐ Yes ☐ No, Explain
5.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Service Difficultly Reports process?	☐ Yes ☐ No, Explain

	SAI SECTION 2 - CONTROLS ATTRIBUTE Drop-Down Menu	
1.	No controls specified.	
2.	Documentation for the controls do not identify (who, what, when, where, how).	
3.	Controls incomplete.	
4.	Controls could be circumvented.	
5.	Controls could be unenforceable.	
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).	
7.	Other.	

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE

Objective: Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks	
	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

Questions		
	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Service Difficultly Reports process include the following process measurements:	
2.	Is there a process measurement or process measurements that would identify if the certificate holder failed to submit Service Difficultly Reports (SDR) within the time frames provided in its manual and 14 CFR 121.703?	☐ Yes ☐ No, Explain
3.	Is there a process measurement or process measurements that would identify if the certificate holder failed to report the occurrences as specified by its manual and 14 CFR 121.703?	☐ Yes ☐ No, Explain
4.	Is there a process measurement or process measurements that would identify if the certificate holder's Service Difficultly Reports (SDR) did not include the detailed information as specified in 14 CFR 121.703?	☐ Yes ☐ No, Explain
5.	Is there a process measurement or process measurements that would reveal if the certificate holder s policy, procedures, instructions, and information contained in its manual were not followed?	☐ Yes ☐ No, Explain
6.	Does the certificate holder document its process measurement results?	☐ Yes ☐ No, Explain
7.	Does the certificate holder s manual provide for the use of process measurement results to improve its programs?	☐ Yes ☐ No, Explain
8.	Does the organization that conducts the process measurements have direct	☐ Yes

	access to the person with responsibility for the Service Difficultly Reports process?	☐ No, Explain

SAI SECTION 3 - PROCESS MEASUREMENT ATTRIBUTE Drop-Down Menu
1. No process measurements specified.
2. Documentation for the process measurements does not identify (who, what, when, where, how).
3. Inability to identify negative findings.
4. No provisions for implementing corrective actions.
5. Ineffective follow-up to determine effectiveness of corrective actions.
6. Resources requirements (personnel, facilities, equipment, technical data).
7. Other.

SAI SECTION 4 - INTERFACES ATTRIBUTE

Objective: Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Service Difficultly Reports process that have been identified along with the individual questions in section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions: Note: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element.	
1.	Does the certificate holder s manual properly address the interfaces that are identified along with the questions in section 1, Procedures, of this DCT?	☐ Yes ☐ No, Explain
2.	Does the certificate holder's manual document a method for assessing the impact of any changes to the associated interfaces within the Service Difficultly Reports process?	☐ Yes ☐ No, Explain

SAI SECTION 4 - INTERFACES ATTRIBUTE
Drop-Down Menu
1.   No interfaces specified.
2.   The following interfaces not identified within the Certificate Holder's manual system:
3.   Interfaces listed are inaccurate.
4.   Specific location of interfaces not identified within the manual system.
5.   Other

SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES

Objective: The questions in this section of the DCT address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Service Difficultly Reports process.
2.	Identify the person who has overall authority for the Service Difficultly Reports process.
3.	Review the duties and responsibilities of the person(s), documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's manual clearly identify who is responsible for the quality of the Service Difficultly Reports process?	☐ Yes ☐ No, Explain Name/Title:
2.	Does the certificate holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Service Difficultly Reports process?	☐ Yes ☐ No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Service Difficultly Reports process? SRRs: 121.135(b)(2)	☐ Yes ☐ No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Service Difficultly Reports process? SRRs: 121.135(a)(1)	☐ Yes ☐ No, Explain
5.	Does the certificate holder s manual clearly and completely document the responsibility for this position?	☐ Yes ☐ No, Explain
6.	Does the certificate holder's manual clearly and completely document the authority for this position?	☐ Yes ☐ No, Explain
7.	Does the certificate holder's manual clearly and completely document their qualification standards for the person having responsibility for the Service Difficultly Reports process?	☐ Yes ☐ No, Explain
8.	Does the certificate holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Service Difficultly Reports process?	☐ Yes ☐ No, Explain
9.	Does the certificate holder's manual clearly and completely document the procedures for delegation of authority for the Service Difficultly Reports process?	☐ Yes ☐ No, Explain

		Page 17 of 18
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SAI SECTION 5 - MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTES
Drop-Down Menu
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.